

## Do you believe you have a warranty problem?

Firstly, study the instruction booklet and ensure the product is correctly installed – a number of issues can be resolved by ensuring correct installation, operation or application. Secondly, contact the dealer who sold you the product who will advise how the claim is to be handled.

The following is a precis of the Pumpmaster Warranty Policy. This is in addition to, or supports any state or Commonwealth Government legislation incorporating consumer protection. Warranty cover varies from product to product and the following is intended as a general guideline only.

### 1. Above Ground Pumps

Warranted for two (2) years from the date of original end user purchase. This covers any necessary parts and labour at the state distributor's premises or at an authorised service dealer.

#### *Not covered by warranty:*

Electrical/mechanical failure due to water entry in to motor from external sources (units should always be installed above the ground in a permanently dry position and protected against direct rain and sunlight). Incorrect power supply (poor quality power invertors or generators can damage electronic controllers) pumping of water containing contaminants, abrasives, or non-potable, high water temperatures, dry running or running against a closed discharge, wear, tear, misuse or abuse.

### 2. Borehole Pumps

Warranted for two (2) years from date of original end user purchase. This covers any necessary parts and labour at the state distributor's premises or at an authorised service dealer.

#### *Not covered by warranty:*

Dry running, running against a closed discharge, rapid cycling, corrosive water or pumping of abrasives, wear, tear, abuse or misuse.

#### **Borehole Pump Motors**

Warranted for one (1) year from date of original end user purchase. A complete list of warranty exclusions are too detailed for inclusion in this policy sheet, but specifics can be supplied on request.

### 3. Submersible Drainer Pumps

Warranted for one (1) year from date of original end user purchaser. This cover any necessary parts and labour at the state distributor's premises or at an authorised service dealer.

#### *Not covered by warranty:*

Dry running, damage caused by re-adjustment of float switch setting, incorrect power supply (see paragraph 1) pumping of corrosive or abrasive water, pumping wastes or solids beyond the ability of the pump design to handle, wear, tear, mi use and abuse.

### 4. Engine Drive Pumps

Pump ends are warranted for two (2) year (engines are subject to manufactures warranty conditions). Pump warranty covers any necessary parts and labour at the state distributors premise or at an authorised service dealer.

#### *Not covered by warranty:*

Dry running, running against a closed head, pumping of abrasive or corrosive water beyond the specific pumps ability to handle, excessive wastes or solid, wear, tear, mi use and abuse.

### 5. Wellmate Pressure Tanks

Warranted for five (5) years from date of original end user purchase. This covers an optional replacement of the CPTe tank or an air cell, and any labour, parts at the state distributor's premises or at an authorised service dealer.

#### *Not covered by warranty:*

Operation at pressures exceeding that of the tank rating, operation without a pressure safety valve installed, operation at temperature in excess of rating, pumping of liquids containing abrasive material, chemical, wear, tear, abuse or misuse.

#### **General comments**

All of the above products handle potable water. Whilst some products, such as engine drive pumps, have the ability to pump non-potable water, it must be recognised that excessively alkaline or acidic water can cause rapid failure of pump parts. Onsite travelling and labour, associated costs and consequential damages are expressly excluded from warranty coverage.

NORMA Pacific Pty Ltd ACN 054 880 769 and the NORMA Group brand – PUMPMASTER, warrants that, subject to the terms and conditions below, when its products are used for the purpose for which they were designed, they will be free of material and manufacturing defects at the time of the original purchase. Any defects found in the products should be reported as soon as the fault is discovered.

In Australia our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

**TERMS AND CONDITIONS APPLICABLE IN AUSTRALIA AND NEW ZEALAND YOU MUST CAREFULLY READ THE INSTRUCTIONS SUPPLIED PRIOR TO USING AND PUMPMASTER brand PRODUCT.**

All products are to be installed and operated in accordance with the instructions provided. This warranty will not apply if any product is used in a manner other than in accordance with the instructions.

**1. What does the warranty cover**

NORMA Pacific warrants its PUMPMASTER products to be free of defects in material and workmanship during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, then Pumpmaster will, at its sole discretion repair or replace the product with a like product. Replacement product or parts may include re-manufactured or refurbished parts or components.

**2. How long the warranty is effective internationally**

This Pumpmaster product is warranted 12 months for all parts from the date of the first consumer purchase. Should any part fail as a result of a defect in material or workmanship within the specified period, the part will be replaced free of charge. (This does not include travel charges, removal and reinstallation charges.)

**3. How long the warranty is effective locally**

- Please refer to attached Warranty Schedule detailing the warranty period and coverage.
- All Pumpmaster product warranties commence from the date of first consumer purchase.
- Where this Pumpmaster product is sold for business purposes as defined in the relevant consumer protection law the warranty shall be for a period of six months from the date of purchase by the consumer.

**4. Who the warranty protects**

This warranty is valid only for the consumer purchaser.

**5. How to claim the warranty**

To claim under this warranty the consumer should immediately cease using the goods when an alleged product issue arises. For in-field service, the consumer should promptly notify a Pumpmaster local dealer, within thirty (30) days after discovery of an alleged product issue. Detailed warranty claim information will be requested at this time and must be supplied by the consumer. For a workshop warranty, the consumer should promptly return the product to a Pumpmaster local dealer, within thirty (30) days after discovery of an alleged product issue. Detailed warranty claim information will be requested at this time and must be provided by the consumer.

**6. What the warranty does not cover**

- i Damage, deterioration or malfunction resulting from:
- a Accident, misuse, negligence, fire, water, lightning, or other acts of nature, modification or failure to follow instructions supplied with the product;
  - b. Repair or attempted repair by anyone not authorized by Pumpmaster;
  - c. Any damage to the product due to shipment;
  - d. Removal or installation of the product;
  - e. Causes external to the product such as electrical power fluctuations or failure;
  - f. Use of supplies or parts not meeting Pumpmaster specification;
  - g. Normal wear or tear;
  - h. Product consumables. i.e. mechanical seals, impellers, bearings, rings, gaskets and electrical cables.
  - i. Any unauthorized changes or tampering or partial disassembly of the product
  - j. Water ingress or exposure to abnormal corrosive conditions, abrasive chemicals or “run dry” conditions;
  - k. Any other cause which does not relate to a product defect.
- ii. Damage caused to the products arising from the use of another manufacturer’s product.
- iii. Ingress of insects or vertebrates into the unit causing electrical malfunction. Care should be taken to avoid this occurrence.
- iv. Products other than products supplied by Pumpmaster.
- v. Products that are not installed in accordance with the owner’s manual.
- vi. Products that are not installed by a suitably qualified person trained in the installation and operation of such products.
- vii. General Service and Maintenance.

**7. Limitations of Liability**

To the extent permitted by law, Pumpmaster’s liability for breaches of a guarantee implied by any law in relation to goods Pumpmaster supplies that are not of a kind ordinarily acquired for personal, domestic or household use or consumption, except for implied guarantees as to title to goods supplied, a purchaser’s right to undisturbed possession of goods supplied and undisclosed securities over goods supplied, is limited to the replacement of the goods, the payment of the cost of replacing the goods or the payment of the cost of acquiring equivalent goods.

**8. Exclusion of damages**

To the extent permitted by law, Pumpmaster liability is limited to the cost of the repair or replacement of the product. **Pumpmaster will not be liable for:**

- i. Damage to other property caused by any defect in the product, damages based upon inconvenience, loss of use of the product, loss of time, loss of profit, loss of business opportunity, loss of goodwill, interference of business relationship, or other commercial loss, even if advised of the possibility of such damage.
- ii. Any other damage arising as a result of weather or natural disaster.
- iii. Any claim against the customer by a third party.

**9. Proof of purchase**

Pumpmaster reserves the right to reject any warranty if no proof of purchase is provided. A valid proof of purchase will be requested by the service agent prior to any work being carried out by the Pumpmaster Service Agent. **A valid proof of purchase includes the following:** i. Tax Invoice from place of purchase. ii. Tax Receipt from place of purchase.

**10. Service Calls**

i. All in-field service calls will require the customer to provide the service agent with either a deposit which is fully refundable upon **acceptance of the warranty claim or credit card details as a form of security.**

ii. The consumer will only be charged for service where the Pumpmaster Service Agent determines the product failure is a result of, or directly related to, any of the items listed in section 6 of these terms and conditions.

iii. Refusal to provide either a deposit that is fully refundable upon assessment or Credit Card details for security may result in the Pumpmaster Service Agent refusing to attend the Service Call.

iv. Any warranty application submitted that does not contain the consumers details may result in the Pumpmaster Service Agent refusing to attend the Service Call.

v. Any product warranty application that involves mains or gas lines the Service Agent will require a Certificate of Compliance for the original installation.

vi. In-field service will not be provided to consumers who purchase their product via the internet. The consumer shall return the product to the place of purchase, a Pumpmaster Service Agent or shall accept the charges related to in-field service in order to receive warranty service on the product.

### 11. Spare Parts

Spare parts are stocked for a reasonable period of time following last production. Pumpmaster does not warrant the spare parts will be made available for the whole of the reasonable period and reserves its right to cease supplying spare parts, or providing facilities for repair of spare parts in circumstances which are beyond its control including the requirement to remove spare parts from sales as a consequence of changes in the law or otherwise at its absolute discretion.

### 12. General Maintenance

It is the responsibility of the consumer to ensure the product is free from general debris, any foreign matter and weather exposure. For general service and maintenance please refer to your nearest Dealer or Service Agent.

### 13. Definitions

#### 13.1 In-Field Warranty

i. As per the attached warranty schedule any Pumpmaster product that carries an in-field warranty means the service agent is required to attend the site of the faulty product, subject to clause 10.1 (iii).

ii. Any in-field issues determined not to be covered by this warranty will result in all associated costs for the in-field service provided to be charged to the consumer and those costs will not be covered by the Pumpmaster product warranty.

iii. Any travel associated to the Pumpmaster warranty claim will be covered up to 100km round-trip from place of purchase. Any kilometres outside this range will be payable by the consumer.

**13.2 Workshop Warranty** As per the attached warranty schedule any Pumpmaster product that carries a workshop warranty only warranty means; the faulty product must be taken or freighted at consumer cost; to the nearest Pumpmaster Service Agent. The consumer is able to request an in-field service / repair, however this would be at the consumer's own cost. Any workshop issues determined to be no fault / cause of the Pumpmaster product; will result in all associated costs to the service provided; being charged to the consumer and will not be covered under the Pumpmaster product warranty.

**13.3 Replacement Warranty** As per the attached warranty schedule any Pumpmaster product that carries a replacement warranty means; that the service agent will fully replace the faulty Pumpmaster product at no cost to the consumer if determined warrantable. The faulty product must be taken to the closest Pumpmaster Service Agent for the replacement warranty otherwise all costs will be at the consumers cost and is not covered under the Pumpmaster product warranty.

**14. Effective Law** This warranty give you specific legal rights, and you may also have other rights which vary depending on where the product is purchased and the consumer protection or other law that applies in that place. Nothing in this warranty limits, or is intended to derogate from, any right or remedy which the purchaser or ultimate user of the product may have pursuant to Australian federal or Consumer Guarantees Act, Fair Trading Act or any other relevant and applicable New Zealand legislation. The terms of this warranty policy maybe inconsistent with the warranty statement in the products owner's manual. To the extent of any inconsistency the terms of this warranty shall prevail.

**These terms and conditions must be read in conjunction with the relevant product identified in the Warranty Schedule.**

**Pumpmaster Australia** – A Norma Group Brand  
**NORMA Pacific Pty Ltd**

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| Pump Type                 | Product   | Warranty Period | Labour Cover             | Warranty Type  | Additional Information   |
|---------------------------|---|-----------------|--------------------------|--|--|
| Above Ground Pumps        | CSS - Horizontal Multistage Pumps   | 2 Years         | 1 Year                   | Workshop only  |  |
|                           | TT & JP Series - Cast Iron Turbine Pumps                                    | 2 Years         | 1 Year                   | Workshop only  |  |
|                           | JSL & CTJX Series - Stainless Steel Jet Pumps                               | 2 Years         | 1 Year                   | Workshop only  |  |
|                           | CTJ & CTJ2 Series - Cast Iron Jet Pumps                                     | 2 Years         | 1 Year                   | Workshop only  |  |
|                           | CTM, SCM, SSM, CTC, SDK, SPM, SE & SPL1 Series - Centrifugal Pumps          | 2 Years         | 1 Year                   | Workshop only  |  |
|                           | CTA Series - Deep Well Jet Pumps  | 2 Years         | 1 Year                   | Workshop only  |  |
|                           | Watergate Pro - Tanks to Mains System                                       | 2 Years         | 1 Year                   | Workshop only / In-Field                               | In-Field when purchased as a complete unit and professionally fitted.                                  |
|                           | Electronic Pressure Controllers, Pressure Switches, Mascontrollers & Kits   | 1 Year          | 1 Year                   | Workshop only  |  |
| Submersible Sump Pumps    | Flow Switches & Float Switches  | 1 Year          | 1 Year                   | Workshop only  |  |
|                           | GFA & GVA Series - Domestic & Light Industrial                              | 1 Year          | 1 Year                   | Workshop only  |  |
|                           | DOMO Series - Domestic & Light Industrial                                   | 1 Year          | 1 Year                   | Replacement  |  |
|                           | SM-CW & SM-DW Series - Domestic & Light Industrial                          | 1 Year          | 1 Year                   | Replacement  |  |
|                           | SSA, SFA, STA, SST, GPA & GP Series - Industrial, Agricultural & Commercial | 1 Year          | 1 Year                   | Workshop only  |  |
| Controllers               | 1 Year  | 1 Year          | Workshop only / In-Field | In-Field when purchased as part of a Sumpmate package. |  |
| Engine Drive Pumps        | SEV-25 Versalite 1" Series  | 2 Years         | 1 Year                   | Workshop only  |  |
|                           | SEH-25 Agromate 1" Series   | 2 Years         | 1 Year                   | Workshop only  | Excludes engine: Honda International Warranty applies.   |
|                           | SERH-50 Firemate Series   | 2 Years         | 1 Year                   | Workshop only  | Excludes engine: Honda International Warranty applies.   |
|                           | SEV-50 & 80 Flowmate Series   | 2 Years         | 1 Year                   | Workshop only  |  |
|                           | SEH-50, 80 & 100 Flowmate Series  | 2 Years         | 1 Year                   | Workshop only  | Excludes engine: Honda International Warranty applies.   |
|                           | PGH Agromate Series   | 2 Years         | 1 Year                   | Workshop only  | Excludes engine: Honda International Warranty applies.   |
| Borehole Pumps            | KTH Trashmate Series  | 2 Years         | 1 Year                   | Workshop only  | Excludes engine: Honda International Warranty applies.   |
|                           | Borehole Pumps - complete combo units                                       | 2 Years         |                          | Workshop only  | Additional 1 year warranty when purchased and installed with Pilot Protection or Variable Speed Drive. |
|                           | Borehole Pump Ends  | 2 Years         |                          | Workshop only  |  |
|                           | Borehole Pump Motors  | 2 Years         |                          | Workshop only  |  |
|                           | 4HS VSD Series Kits   | 2 Years         |                          | Workshop only / In-Field                               |  |
| Vertical Multistage Pumps | Pilot Protection  | 1 Year          |                          | Workshop only  |  |
|                           | Vertical Multistage Pumps   | 2 Years         |                          | Workshop only  |  |
|                           | Vertical Multistage Motors  | 2 Years         |                          | Workshop only  | Single Phase Motors.<br>3 Phase by manufacture representative.   |
|                           | Vertical Multistage In Line Pump Sets                                       | 2 Years         |                          | In-Field   |  |
|                           | Variable Speed Drives   | 1 Year          |                          | Workshop only  |  |
| Pressure Tanks            | Accessories & Manifolds   | 1 Year          | 1 Year                   | Workshop only  |  |
|                           | Aquafos Pressure Tanks  | 5 Years         |                          | Replacement  |  |
|                           | Wellmate Pressure Tanks   | 5 Years         | 1 Year                   | Workshop only  | 1 year air cell bladder warranty.  |